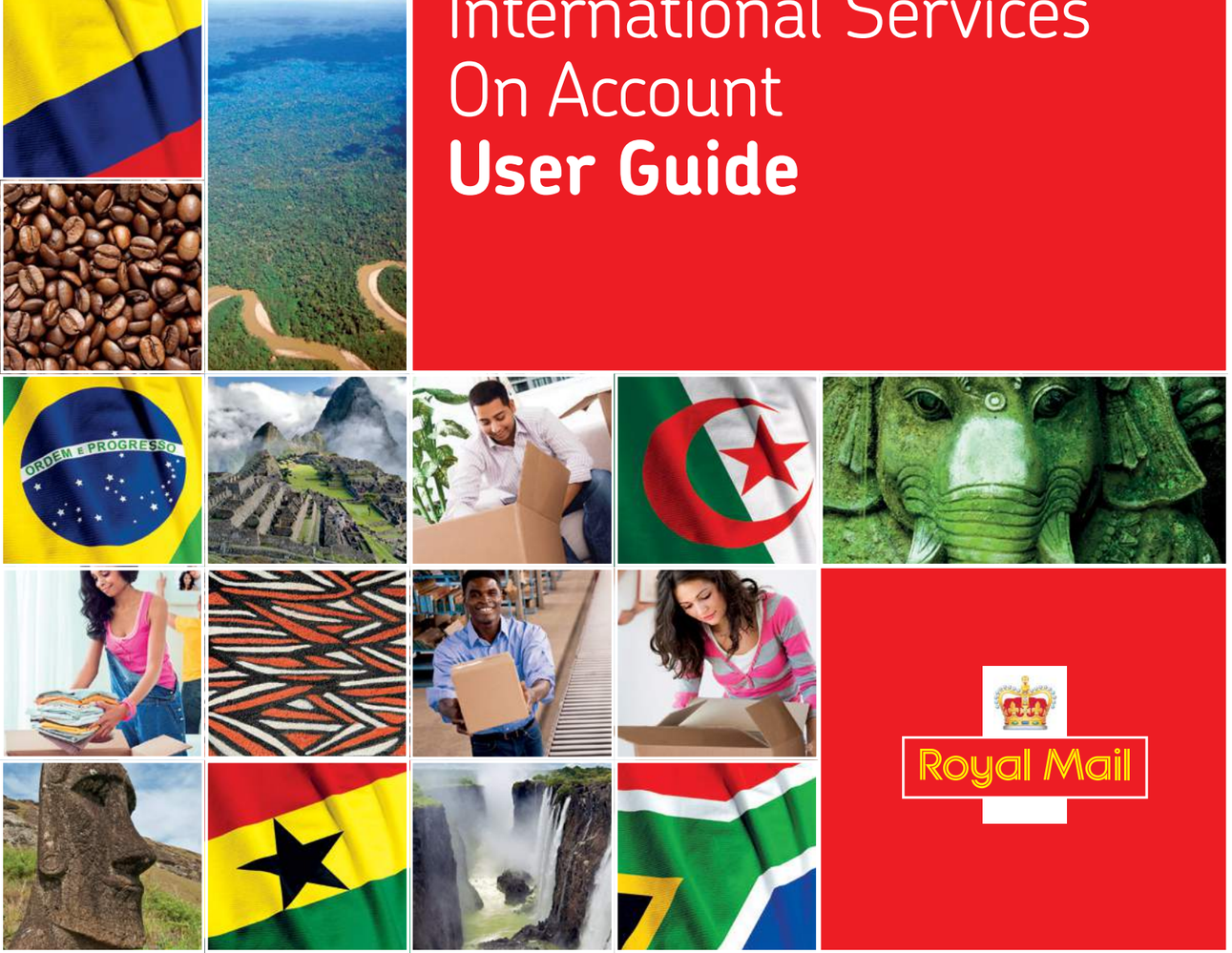
International Services On Account **User Guide**



Royal Mail

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International Services on Account

International Services on Account is made up of five separate services:

- International Standard
- International Economy
- International Tracked & Signed
- International Tracked
- International Signed

Where we use the phrase “International Tracking and Signature Services” in this User Guide we are referring to all of the last three services listed above and where we use the phrase “International Services on Account” we are referring to all five.

What is International Standard on Account?

International Standard on Account (previously known as Business Airmail) is a reliable, cost effective way to send letters and parcels worldwide, using a franking machine or account. It is offered to international business customers at a discounted rate from our stamped retail rates.

What is International Economy on Account?

International Economy on Account (previously known as Surface Mail) is ideal for sending heavier items, where speed is not a priority.

What is International Tracked & Signed on Account?

International Tracked & Signed on Account is a fully tracked service from posting to delivery overseas which requires a signature on delivery. Online delivery confirmation is provided. It is offered to international business customers at a discounted rate from our stamped retail rates.

What is International Tracked on Account?

International Tracked on Account (previously known as Airsure®) is a fully tracked service from posting to delivery overseas. A signature on delivery is not obtained but electronic delivery confirmation is provided. It is available to international business customers at a discounted rate from stamped retail rates.

International Services on Account

What is International Signed on Account?

International Signed on Account (previously known as International Signed For®) is a signed for service where a signature is taken when the item is delivered overseas. All items are tracked until they leave the UK. It is available to international business customers at a discounted rate from our stamped retail rates.

Getting started

First things first – you should check that your business is able to use either a franking machine or an Online Business Account.

Business account

If you already have a Business Account with Royal Mail, you can use this to buy International Services on Account. To do that, simply log on to your account pages at www.royalmail.com/businessaccount and check that you can see the service codes for our International Services on Account (these are listed on page 27 of this document). If you can see them then your account is set up for our international services.

If you don’t have a Business Account with Royal Mail then you can view all the details and request an account at www.royalmail.com/businessaccount. Please read the terms and conditions.

Please note: you need to spend at least £5,000 per year across all Royal Mail account services to qualify for a Business Account.

For large international mailers we have a range of International Business services which require a minimum annual spend of £5,000 across this portfolio.

You may also use the International Business Tracking and Signature services if you post a minimum of 1,000 items per annum which can be combined with domestic tracked volumes.

Franking machine

If you already have a franking machine then you can use it to access the International Services on Account prices, provided that your machine holds sufficient credit. If you don’t have a franking machine then you can buy or lease one from any approved manufacturer.

More information is available at www.royalmail.com/franking or give us a call on **08457 950 950** (local rate).

International Services on Account

How quickly will my items be delivered?

Our delivery aims for International Services on Account are:

Europe: 3-5 working days

Rest of World: 5-7 working days

All delivery aim figures are in working days, except where weeks are stated, and exclude day of posting and Bank Holidays.

To identify which countries we classify as Europe, please see the table below. Those marked (EU) are in the European Union and incur VAT on our International Tracked on Account service. Any countries not mentioned below are classed as Rest of World. For details go to www.royalmail.com/international-zones

Albania
Andorra
Armenia
Austria (EU)
Azerbaijan
Belarus
Belgium (EU)
Bosnia & Herzegovina
Bulgaria (EU)
Canary Islands
Croatia (EU)
Cyprus (EU)
Czech Republic (EU)
Denmark (inc Faroe Islands & Greenland) (EU)
Estonia (EU)
Finland (EU)
France (inc Monaco) (EU)
Georgia
Germany (EU)
Gibraltar
Greece (EU)
Hungary (EU)
Iceland
Ireland (Rep of) (EU)
Italy (inc San Marino and Vatican City) (EU)
Kazakhstan
Kosovo
Kyrgyzstan
Latvia (EU)
Liechtenstein
Lithuania (EU)
Luxembourg (EU)
Macedonia
Malta (EU)
Moldova
Montenegro
Norway (inc Spitzbergen)
Poland (EU)
Portugal (inc Azores and Madeira) (EU)
Romania (EU)
Russian Federation
Serbia
Slovak Republic (EU)
Slovenia (EU)
Spain (inc Balearic Islands) (EU)
Sweden (EU)
Switzerland
Tajikistan
The Netherlands (EU)
Turkey
Turkmenistan
Ukraine
Uzbekistan

Step by step guide-1

Everything you need to know, from addressing to despatching your International Services on Account items.

Step 1: getting ready

Check what you're sending.

Our International Services on Account can be used to send any item provided it falls within the guidelines set out in this User Guide.

Prohibited and restricted items

To comply with national and international regulations governing the carriage of mail, and ensure that mail in transport does not present a danger to the general public, we restrict or prohibit certain items from our network.
Full details of Royal Mail's prohibitions and restrictions can be found at www.royalmail.com/dangerousgoodsbusiness

In addition, individual countries have their own specific prohibitions and restrictions. What is prohibited or restricted varies from country to country and can sometimes include apparently ordinary things. If you are unsure about anything, please contact your local Royal Mail Sales Centre on 08457 950 950, visit our website at www.royalmail.com/countriesAtoZ or refer to the provisions of the Royal Mail General Terms & Conditions that cover prohibited materials and restricted materials.

Dangerous items and substances

You must **not** send dangerous items and substances by any Royal Mail international service. Dangerous substances include explosive fireworks, gases, flammable liquids, toxic substances, corrosive chemicals etc.
Please note – aerosols cannot be carried by the postal network. Classifications of dangerous items and substances may change so please check with your local Royal Mail Sales Centre on 08457 950 950, or visit our website at www.royalmail.com/prohibitions

International weight and size limits

Our International Services on Account are available for sending your Letters, Large Letters, Parcels and Printed Papers.

Step by step guide-1

Items must be within certain size and weight limits. These are as follows:

What are ‘Letters’?

A Letter for the purposes of our International Services on Account is considered as anything that is:

- → Over the size of 140mm x 90mm
- → Under the size of 240mm x 165mm
- → No more than 5mm thick
- → Less than 100g in weight

What are ‘Large Letters’?

A Large Letter for the purposes of our International Services on Account is considered anything that is

- → Larger or heavier than a letter
- → Under the size of 353mm X 250mm
- → No more than 25mm thick
- → Less than 750g in weight

Note that Large Letters for International services on Account have different size and weight dimensions to those of International Business services.

What are ‘Parcels’?

A Parcel for the purposes of our International Services on Account is anything that is:

- → Larger or heavier than a Large Letter
- → The length plus the width plus the height must not exceed 900mm and no single dimension may exceed 600mm
- → For tubular or rolled packages: the length plus twice the diameter must not exceed 1040mm but must be at least 170mm, the greatest single dimension must not exceed 900mm but must be at least 100mm
- → No parcel can be heavier than 2kg

Note that where the term “Letter”, “Large Letter” or “Parcel” is used in this User Guide, the meaning above applies and not the meaning of “Letter”, “Large Letter” or “Parcel” set out in the Royal Mail General Terms and Conditions.

Step by step guide-1

Individual item weights

The maximum weight for Letters is 100g, Large Letters 750g and for Parcels is 2kg. However, you can send books and pamphlets, i.e. any papers ‘bound’ together, up to 5kg under our Printed Papers service.

Items between 2kg and 5kg in weight, which contain books or pamphlets must be marked “Printed Papers” in the top left hand corner on the front of the item. You must not include personal correspondence with these items.

Weight exceptions to the information above:

- → Ireland – only books can be above 2kg up to the limit of 5kg
- → Cambodia – no items above 2kg
- → Canada – no items above 2kg.

Items that exceed these weight limits may be sent by Parcelforce Worldwide which is a separate service not covered by this agreement.

Parcelforce Worldwide can be contacted via their enquiry centre on **0800 22 44 66** or at www.parcelforce.com for more information.

Step by step guide-2

Step 2: addressing

How to address your International Services on Account items

Please address your items as clearly as possible. Pages 25 and 26 show sample addresses for many countries.

There are a few basic rules to follow to help us get your items to their destination safely:

- All items must have a valid country on the last line of the address. This must be in English and not abbreviated (although USA is acceptable). There must be nothing else on the last line of the address apart from the country name
- The country should be in capital letters
- Many countries operate a postcode system. A valid postcode must be included in the address for these countries
- There should be a 'clear zone' of 5mm around the address, with no other information contained within the clear zone. If a window envelope is used, the address should be 5mm clear all round from the edge of the window
- It is acceptable for items to be polywrapped.

For up to date information on acceptable address formats visit www.upu.int

Apart from the addressee, no other overseas address should appear on the item.

Return address

If you would like your undeliverable items returned, please put your UK return address on each item and ensure there is a company identifier e.g. company name or logo. We will return any undelivered items free of charge. A return address to any other country is not permitted according to UPU (Universal Postal Union) regulations.

We recommend you apply a UK return address to the outside of every item, however you must include a UK return address if you send over 1,500 items in a posting to a single country or over 5,000 items over a two week period to a single country. Your items may experience delays if you fail to apply a UK return address.

Step by step guide-3

Step 3: preparing your mail

Bagging your mail

- Divide your mail between International Standard, International Tracking and Signature Services, and International Economy, if necessary
- Check that each item (apart from International Economy) carries the words 'AIR MAIL / Par Avion'. These can be printed, stamped or stickered onto your items. Stickers can be obtained from www.royalmail.com/mailsupplies along with all the other items mentioned in this section
- For mail posted on Account, bundle letters and printed papers by their format and price zone. Parcels can be posted loose into mailbags. If you have more than a bag of mail per pricing zone then please use separate a mail bag for each zone.
- For Franked Mail, put International Standard and International Economy items into a separate white franked mail pouch
- **DO NOT** mix inland and international mail in the same bag or pouch
- **DO** keep any International Tracking and Signature Services separate from other International Standard and International Economy mail
- Attach an International Standard 'STL' bag label (P6138C) to International Standard bags and trays and a P6139C International Economy label to any International Economy mail.

If using our mail bags, they need to be secured with a standard black bag tie (LN2). All Economy mail must be posted in mailbags.

A mail bag - including all its contents - must not weigh more than 11kg. Bags which are heavier than this will increase the risk of our staff suffering injury.

Step by step guide-3

Posting

- When posting International Tracked & Signed items, apply the barcoded label (P6696) to each item. Place the items in a priority service pouch (SS950) and secure with a blue tamper-proof seal (SS956); or use a grey bag with a black bag tie, stock item: LN2. Business Account users should complete a Despatch Receipt (P6565) and place it in the bag or tray.
- If you are posting International Tracked items, remember that the service operates to about 39 international destinations only. Apply the barcoded label (P6522) to each item. Place the items in a priority service pouch (SS950) and secure with a blue tamper-proof seal (SS956); or use a grey bag with black bag tie, stock item: LN2. Business Account users should complete a Despatch Receipt (P6565) and place it in the bag or tray.
- When posting International Signed items, apply the barcoded label (P4723) to each item. Place the items in a priority service pouch (SS950) and secure with a blue tamper-proof seal (SS956); or use a grey bag with a black bag tie, stock item: LN2. Business Account users should complete a Despatch Receipt (P6565) and place it in the bag or tray.

For all tracking and signature services, Franking customers should use Despatch Receipt P6565. If you hand your mail over a Post Office® counter, do not seal the bag / pouch, but have the same documentation ready.

- Despatch Manager Online is a system which helps with posting larger volumes of tracked and signature services. Call **08457 950 950** for details.

PPIs and AIR MAIL indicators

Printed Postage Impression (PPI)

All items sent under the International Services on Account must bear a PPI or Franked Impression.

If you are using a Royal Mail Business Account you must print or stamp a Printed Postage Impression onto the envelope or label. This must be a '1' for first class, so if you have pre-printed envelopes you can use these both for International Standard and for first class business mail. For more information about PPIs see www.royalmail.com/ppi

If you are using a franking machine you must select the correct service and run your letters or labels through the machine. The services will be described as 'International Standard, International Tracked & Signed, International Tracked, International Signed and International Economy'.

Step by step guide-3

You can choose not to include the "Delivered by Royal Mail" mark within the PPI, but you must have the delivery speed indicator.

Full details on PPIs are available at www.royalmail.com/ppi

AIR MAIL indicator

All items must display an AIR MAIL indicator or display the words "Par Avion". This should be positioned as close as possible to the top left-hand corner on the front of the item. Failure to include an AIR MAIL indicator may result in your items being delayed. AIR MAIL indicator images are available at: www.royalmail.com/internationalbusiness

Please note that Royal Mail barcode labels include an AIR MAIL indicator, and do not need an additional AIR MAIL indicator.

Tracking labels

Each of the International Services on Account has their own barcode label which you will need to apply to each item. For further details please see the service specific sections of this User Guide:

- page 17 for International Tracked & Signed on Account
- page 19 for International Tracked on Account
- page 21 for International Signed on Account.

To automate the label production and manifest creation (a manifest is list of barcodes and service details) we recommend using Despatch Manager Online (DMO), as this can save time and streamline the mailing operation by:

- Producing barcoded address labels complete with PPI, AIR MAIL Indicator and return address
- Eliminating the need to complete lots of paperwork
- Providing a searchable record of despatches
- Issuing automatic software updates
- Providing an automated link to Royal Mail's electronic billing system.

If you are interested in this software please contact us on 08457 950 950 or visit: www.royalmail.com/dmo

Step by step guide-3

Customs labels and declaration forms

Do I need a customs label?

If you are sending an item to a destination outside the EU, it will need a customs label if it is either:

- An item of commercial value; or
- An item containing goods or gifts.

For printed materials it is advisable to add customs declaration.

For items up to and including a value of £270 attach a signed, completed CN22 form, as shown below, to the front of the item. For items with a value over £270 use a CN23 form in a plastic wallet (stock item code: SP 301) and attach a commercial invoice.

Both CN22 and CN23 forms will need to be signed to certify that the item does not contain any dangerous articles, prohibited by postal regulations (you are responsible for checking this).

Customs declaration forms can be ordered by contacting Royal Mail Sales Centre on 08457 950 950, or you can download templates from our website at www.royalmail.com/customs

Example CN 22 – For use with items up to a value of £270

CUSTOMS DECLARATION
DÉCLARATION EN DOUANE
CN 22
May be opened officially
Peut être ouvert d'office
Great Britain\Grande-Bretagne
Important! See instructions on the back
Gift\Cadeau
Documents
Commercial sample\Échantillon commercial
Other\Autre
Tick one or more boxes
Quantity and detailed description of contents (1)
Quantité et description détaillée du contenu
Weight (in kg)(2)
Poids
Value (3)
Valeur
For commercial items only
If known, HS tariff number (4) and country of origin of goods (5)
Si connus du SH et pays d'origine des marchandises (si connus)
Total Weight
Poids total
(in kg)(6)
Total Value (7)
Valeur totale
I, the undersigned, whose name and address are given on the item, certify that the particulars given in this declaration are correct and that this item does not contain any dangerous article or articles prohibited by legislation or by postal or customs regulations.
Date and sender's signature (8)

Example CN 23 – For use with items over a value of £270

CUSTOMS DECLARATION
CN 23
DÉCLARATION EN DOUANE
May be opened officially
Important!
From
De
To
A
DECLARATION en DOUANE

Who pays customs duty?

Customs charges are the responsibility of the recipient. For current rates and categories, please contact the Department for Business, Innovation & Skills on **0207 215 5000**, and ask to speak to the relevant country desk.

Step by step guide-4

Step 4: the paperwork

Once you have sorted and labelled your items, ready for bagging, there are two options to complete the paperwork needed.

Option 1 – DMO (Despatch Manager Online)

The easiest way of producing the barcoded labels and completing the paperwork is to use DMO. Simply complete the end of day procedure. Your mailing paperwork for the items you wish to send will be created automatically. To find out more about DMO, visit www.royalmail.com/dmo

Option 2 – OBA (Online Business Account) and a Despatch Receipt

OBA is a customer ordering facility available to all our Account customers. OBA allows you to create sales orders electronically, and holds your mailing history so you can retrieve reports and export information to perform further analysis.

To use OBA you will need to know the relevant product codes. Please see Appendix A on page 27 for the list of codes.

Benefits of OBA include:

- Streamlined ordering and online payment
- Easy, yet secure access to your records
- Fast and easy account management, all in one place.

For further information visit: www.royalmail.com/oba

When using OBA to complete your paperwork, you must complete a Despatch Receipt (form P6565) which details the individual items posted by service and their corresponding barcode. The upper copy is then placed in the priority service pouch or mail bag. You then submit a sales order using OBA detailing the quantity and average weight by item format and by zone for each of the separate Tracking and Signature services.

If you have any questions about completing your paperwork, or would like to understand which option is best for you, contact us on **08457 950 950**.

Step by step guide-4

Work out the costs using the Business Price Guide

To calculate the cost of your mailing, please refer to the International Services on Account Rate Card. This can be downloaded from the Business Price Guide at www.royalmail.com/internationalbusiness

For details of the International Services on Account product codes refer to Appendix A on page 27.

Step by step guide-5

Step 5: collection

If you already have a regular daily collection from Royal Mail then International Services on Account can be posted at the same time. To book a collection please call **08457 950 950**. Please give two days notice (there may be a fee for this service). Alternatively you can take your mail into a Post Office® or to a Royal Mail office. Franked mail (apart from tracked and signature services) can also be posted into special business posting boxes located in some areas.

Order more supplies

Once you've completed your mailing you may need to reorder your stocks of bags, bag ties / seals, labels and customs forms ready for your next mailing. These are all available free of charge. Please contact your Royal Mail Sales Centre on **08457 950 950** for more supplies or go online at www.royalmail.com/mailsupplies

Please allow 72 hours for the delivery of stock.

Each of the five services explained further

International Standard on Account

International Standard on Account (previously known as Business Airmail) is a reliable, cost effective way to send letters and parcels worldwide, using a franking machine or Account.

It saves you money

International Standard on Account is offered to international business customers at a discounted rate from our stamped retail rates.

It's easy

International Standard on Account offers an easier ordering process via Online Business Account (OBA) and Despatch Manager Online (DMO). Alternatively, you can use a franking machine to access this service.

It offers compensation

It offers standard compensation of up to £20

Return of undelivered items

If your item cannot be delivered, it will be returned free of charge, providing you include a return address on your item.

International Economy on Account

International Economy on Account (previously known as Surface Mail) is ideal for sending heavier items, where speed is not a priority.

It's easy

International Economy on Account offers an easier ordering process via online. Business Account (OBA) and Despatch Manager Online (DMO). Alternatively, you can use a franking machine to access this service.

It offers compensation

It offers standard compensation of up to £20

Return of undelivered items

If your item cannot be delivered, it will be returned free of charge, providing

Each of the five services explained further

International Tracked & Signed on Account

International Tracked & Signed on Account is a priority fully tracked service with a signature taken at the time of delivery. Online delivery confirmation is also available. It is available to selected destinations only.

It's tracked

You'll be able to see where your parcel is every step of the way, from arrival in the local UK Mail Centre, despatch from the UK, arrival overseas and final delivery to the end customer (or delivery attempt, if the customer is not at home). To track the progress of an item sent using this service visit www.royalmail.com/trackdetails

It's a signed service

On delivery, the item is only handed over once it has been signed for (although, please note that we do not currently provide a copy of the signature as part of this service).

For countries where the item is delivered by GLS (General Logistics Systems, part of the Royal Mail Group), the name of the signatory is available on their website: visit www.gls-group.eu

In order to see the signature, insert the barcode number of your item in the Track and Trace box.

It's easy

International Tracked & Signed on Account offers an easier ordering process via Online Business Account (OBA) and Despatch Manager Online (DMO). Alternatively, you can use a franking machine to access this service.

It saves you money

International Tracked & Signed on Account is offered at a discounted rate compared to retail prices.

It offers compensation

It offers standard compensation up to £50 and an option to buy extra compensation up to £250.

Return of undelivered items

If your item cannot be delivered, it will be returned free of charge, tracked right back to your local delivery office (providing you include a return address on your item).

Each of the five services explained further

Checklist for Manual Postings

1. Apply an International Tracked & Signed on Account barcode label (P6696) to each item.

   You must also apply a CN22/CN23 customs declaration, if appropriate, to items which are addressed to destinations outside the EU.

2. Place all your International Tracked & Signed on Account items in either a priority service pouch or mail bag.

3. Complete the despatch receipt (P6565), to be signed by the driver, and place the upper copy in the priority service pouch (SS950) or mail bag. You must ensure that the despatch receipt matches the items in the priority service pouch or mail bag.

4. Seal either the priority service pouch, using blue tamper-proof seal (SS956) or tie the mail bag with a black bag tie (LN2) and bag label (P6668C) fully completed and affixed.

5. Where using OBA, complete the sales order and hand over to the driver together with your mail.

In the event that the OBA sales order is not available, a Customer Collections Receipt (CCR) must be completed and given to the driver and OBA emergency posting process followed, available at www.royalmail.com/oba-emergency-posting

In the event you hand over your mail to the Post Office directly, repeat steps 1-3 above but do not seal the bag.

Despatch Manager Online (DMO) checklist

1. The DMO system will produce an item barcode label with all the information needed (barcode, PPI, return address and relevant international mailing indicators).

2. Print off and complete a collections manifest, along with a confirmed sales order.

3. Place the signed collections manifest in the priority service pouch or mail bag and hand over to the driver.

4. Seal either the priority services pouch using blue tamper-proof seal (SS956) or tie the mail bag with a black bag tie (LN2) with the bag label (P6668C) fully completed and affixed.

Each of the five services explained further

International Tracked on Account

International Tracked on Account is a priority fully tracked service. It is available to selected destinations only.

It's tracked

You'll be able to see where your package is every step of the way, from arrival in the local UK Mail Centre, dispatch from the UK, arrival overseas and final delivery to the end customer (or delivery attempt, if the customer is not at home). To track the progress of an item visit www.royalmail.com/trackdetails

It's easy

International Tracked on Account offers an easier ordering process via Online Business Account (OBA) and Despatch Manager Online (DMO). Alternatively, you can use a franking machine to access this service.

It saves you money

International Tracked on Account is offered at a discounted rate compared to retail prices.

It offers compensation

It offers standard compensation up to £50 and an option to buy extra compensation up to £250.

Return of undelivered items

If your item cannot be delivered, it will be returned free of charge, tracked right back to your local delivery office (providing you include a return address on your item).

Each of the five services explained further

Checklist for manual postings

1. Apply Tracked barcode labels (P6522) to each item as well as CN22 or CN23 customs declaration, if appropriate, for non-EU items.
2. Place all your Tracked items in either a priority service pouch or mail bag.
3. Complete Despatch Receipt (P6565) and place an upper copy in the priority service pouch (SS950) or mail bag. Ensure that the despatch receipt matches the items in the bag / pouch.

   The collection driver signs the customer copy as a proof of posting.
4. Seal either the priority service pouch using blue tamper-proof seal (SS956) or tie the mail bag with a black bag tie (LN2) and bag label (P6668C) fully completed and affixed.
5. Where using OBA, complete the OBA sales order and hand over to the driver together with your mail.

In the event that the OBA sales order is not available, a Customer Collections Receipt (CCR) must be completed and given to the driver and OBA emergency posting process followed, available at www.royalmail.com/oba-emergency-posting

In the event you hand over your mail to the Post Office directly, repeat the steps 1-3 above but do not seal the bag.

Despatch Manager Online (DMO) checklist

1. The DMO system will produce a barcode label with all the information needed (barcode, PPI, return address and relevant international mailing indicators).
2. Print off and complete a collections manifest, along with a confirmed sales order.
3. Place the signed collections manifest in the priority service pouch or mail bag and hand over to the driver.
4. Seal either the priority services pouch using blue tamper-proof seal (SS956) or tie the mail bag with a black bag tie (LN2) with the bag label (P6668C) fully completed and affixed.

Each of the five services explained further

International Signed on Account

International Signed on Account is a priority service available to all countries which are not covered by our International Tracked & Signed on Account service. Items are tracked until they leave the UK and on delivery the item is not handed over until it is signed for.

It's a signed service

On delivery, the item is only handed over once it has been signed for (although, please note that we do not currently provide a copy of the signature as part of this service).

It's easy

International Signed on Account offers an easier ordering process via Online Business Account (OBA) and Despatch Manager Online. Alternatively, you can use a franking machine to access this service.

It saves you money

International Signed on Account is offered at a discounted rate compared to retail prices.

It offers compensation

It offers standard compensation up to £50 and an option to buy extra compensation up to £250.

Return of undelivered items

If your item cannot be delivered, it will be returned free of charge, tracked from arrival back in the UK right back to your local delivery office (providing you include a return address on your item).

Each of the five services explained further

Checklist for manual postings

1. Apply an International Signed barcode label (P4723) to each item.

   You must also apply a CN22/CN23 customs declaration if appropriate to items which are addressed to destinations outside the EU.

2. Place all your International Signed items in either a priority service pouch or mail bag.

3. Complete the despatch receipt (P6565), to be signed by the driver, and place the upper copy in the priority service pouch (SS950) or mail bag. You must make sure that the despatch receipt matches the items in the priority service pouch or mail bag.

4. Seal either the priority service pouch using blue tamper-proof seal (SS956) or tie the mail bag with a black bag tie (LN2) and bag label (P6668C) fully completed and affixed.

5. Where using OBA, complete the OBA sales order and hand over to the driver together with your mail.

In the event that the OBA sales order is not available, a Customer Collections Receipt (CCR) must be completed and given to the driver and OBA emergency posting process followed, available at www.royalmail.com/oba-emergency-posting

In the event you hand over your mail to the Post Office directly, repeat the steps 1-3 above but do not seal the bag.

Despatch Manager Online (DMO) checklist

1. The DMO system will produce an item barcode label with all the information needed (barcode, PPI, return address and relevant international mailing indicators).

2. Print off and complete a collections manifest, along with a confirmed sales order.

3. Place the signed collections manifest in the priority service pouch or mail bag and hand over to the driver.

4. Seal either the priority services pouch using blue tamper-proof seal (SS956) or tie the mail bag with a black bag tie (LN2) with the bag label (P6668C) fully completed and affixed.

Help, tips and FAQs

What compensation can I claim for tracking and signature services?

Compensation can only be claimed in the event of loss or damage and is capped at £50 unless additional compensation has been purchased. Additional compensation is available up to £250.

The maximum compensation payable when additional compensation has been purchased for items containing coins, banknotes or currency notes, securities or instruments payable to bearer (e.g. cheques; bankers drafts; travellers cheques) is limited to £100 per item.

Additional compensation is not available for electronic devices such as mobile telephones, smartphones, tablets, notebooks, personal digital assistants or Blackberrys. Therefore, the maximum compensation payable for loss or damage to one of these electronic devices is £50.

Claims for loss and damage should be made by completing the relevant International Claim Form and providing all the required evidence. A copy of the form can be found at www.royalmail.com/business/help-and-support/how-to-make-an-Account-mail-claim

Can I send valuables (ie money and jewellery) using the International Services on Account?

Yes, Valuables must be sent using one of our tracking and signature services on Account

Help, tips and FAQs

"Valuables" are:

i) precious metal that has been manufactured in such a way as to add value to it, including coins used for ornament;

ii) diamonds and precious stones;

iii) watches the cases of which are made wholly or mainly of precious metal;

iv) articles similar to any of those referred to in i)- iii) above with an intrinsic value;

v) coins and bank notes of any currency that are legal tender at the time of posting;

vi) postal orders, cheques and dividend warrants uncrossed and payable to bearer;

vii) unused postage and revenue stamps and National Insurance stamps;

viii) Exchequer bills, bills of exchange, promissory notes and credit notes; Bonds, bond coupons and any other investment certificates; and coupons, vouchers, tokens, cards, stamps and other documents that can be exchanged in whole or in part for money, goods or services

Important

Please check individual country entries to ensure that the particular destination will accept Valuables or any other valuable items you are sending and to check whether there are any other specific requirements for sending Valuables or valuable items to that particular country. Please visit www.royalmail.com/personal/international-delivery/country-guides

Do you guarantee delivery?

Unfortunately not. None of the International Services on Account is a guaranteed service with respect to tracking or delivery. Parcelforce Worldwide, which has separate services not covered by this User Guide, offers guaranteed delivery services. They can be contacted via their enquiry centre on **0800 22 44 66** or at www.parcelforce.com.

Extra help for you?

For further information please visit www.royalmail.com/internationalbusiness

Addressing your items properly

Here are examples of how you should address your mail, depending on where you are sending it to:

Western Europe

Herr Franz Huber
Beethovenstrasse 12
1010 WIEN
AUSTRIA

M. Emile Dubois
Rue du Diamant 215
4800 VERVIERS
BELGIUM

Mr Thor Nielsen
Tietgensgade 137
8800 VIBORG
DENMARK

Mr Torben Raldorf
PO Box 100
COPENHAGEN
1004 VIBORG
DENMARK

Mr Asko Teirila
PO Box 511
39140 AKDENMAA
FINLAND

M. Robert MARIN
Rue de l'Eglise
Dunes
82340 AUVILLAR
FRANCE

Mme Marie PAGE
23 Rue de Grenell
75700 PARIS CEDEX
FRANCE

Mrs F Meier
Weberstr. 2
53113 BONN 1
GERMANY

Mr P Kunde
Langestr. 12
04103 LEIPZIG
GERMANY

Mr George Latsis
Alkamenou 37
117 80 ATHENS
GREECE

Mr Jon Jonsson
Einimel 80
107 REYKJAVIK
ICELAND

Mr Gerard Carey
45 O'Connell Street
DUBLIN 1
REPUBLIC OF IRELAND

Sig. Giovanni Masci
via Garibaldi 27
47037 RIMINI RN
ITALY

M. Jaques MULLER
71 Route de Longway
4750 PETANGE
LUXEMBOURG

Mr J van Dieten
Morsstr 111
2312 BK LEIDEN
THE NETHERLANDS

Herr Hans Hansen
Svingen 22
9230 BEKKEHAUG
NORWAY

Senhor Carlos Manuel Pereira
Av das A'Augsa Livres
Monte Trigo
7220 PORTEL
PORTUGAL

Rosalina Silva
R Conde Redondo 80
1192 LISBOA CODEX
PORTUGAL

Sra Ana Jimenez
Mimbreras 4
03201 ELCHE (Alicante)
SPAIN

Fru Inger Lilja
Vasavagen 3 4tr
582 20 LINKOPING
SWEDEN

M. Andre Perret
Schanzenstrasse 7
3030 BERNE
SWITZERLAND

Mail to France

When addressing mail to France, write the surname in CAPITAL letters.

Mail to Germany

Due to Germany's strict conditions for accepting mail, when addressing your items you must:

- Use the five-digit postcode
- Put the postcode before the town name
- Put the house number after the street name.

If the above is not carried out, your mail may be returned with no attempt at delivery.

Mail to the Republic of Ireland

Only Dublin has postcodes.

Addressing your items properly

Mail to the Rest of World

Mr J Brownhall
264 High Street
ALLAMBIE NSW 2100
AUSTRALIA

Sr. Ronaldo Ganclaves
Av Paulista 952, Apto 16
B VISTA
01311-300 Sâo Paulo – SP
BRAZIL

Dr Tzantcho Gantchev
Dimo Hadjikimov 6
1606 SOFIA
BULGARIA

M. Jen Durand
150 Rue Nepeau App 5
OTTAWA ON K1P 2P6
CANADA

Ana Car
Ilica 25
41 000 ZAGREB
CROATIA

M. Miroslav Ondevejka|
Fibichova 92
125 02 PRAGUE 3
CZECH REPUBLIC

M. Horvath LASZLO
Budapest
Kossuth u.7
1055
HUNGARY

Mr G Kaul
27 Rue Yafo
91999 JERUSALEM
ISRAEL

Mr Yushi Morimoto
504 Kasumigaseki 1 chome,
Chiyoda-ku
TOKYO 100
JAPAN

Mr Hong Kil-Dong
100 Sejongno, Jongno-gu
SEOUL 110-050
REPUBLIC OF KOREA

Mr Joaquim Cepeda
San Antonio Abad 120 – Piso 4
06820 CIUDAD DE MEXICO
MEXICO

Mr B Parker
64 Waterloo Quay
WELLINGTON 1
NEW ZEALAND

Mr Jan Kalinkowski
ul Cicha 5
62-806 KALISZ
POLAND

Mr Gheorghe Petraru
Bd Golescu 38
77113 BUCHAREST
ROMANIA

Ivanova I.S.
Oulitsa Gagagin 7
103375 MOSCOW
RUSSIAN FEDERATION

Mr Stevan Raukovic
Palmoticeva 2
11001 BELGRADE
SERBIA

(Items for the former Yugoslavia should be addressed to the Republic concerned).

Mr Tan Kay Hui
532 Chai Chee Road
SINGAPORE 1646
SINGAPORE

M Jan Kemr
Olsanka 18
820 01 BRATISLAVA 1
SLOVAK REPUBLIC

Mr Sudhorn Yoothong
13 / 54-26 Chaeng Waltana Road
Bang Kehn
BANGKOK 10002
THAILAND

Mr Mazhar Alkan
Iskele Caddesi 35
06101 ANKARA
TURKEY

Mrs L Projivalsky
252001 KIEV
Prospect F Skaryna
UKRAINE

Mr Joe Engle
1612 Dexter Street
FORT WAYNE, IN, 46805
UNITED STATES OF AMERICA

Mr Bill Harrison
347 L'Enfant Plaza SW
WASHINGTON, DC,
20260-6500
UNITED STATES OF AMERICA

Appendix A: product codes

Service product code

Service	Product Code
International Standard on Account (previously Business Airmail)	OLA
International Economy on Account (Previously Surface Mail)	OLS
International Tracked & Signed on Account	OTC
International Tracked & Signed on Account with extra compensation	OTD
International Tracked on Account (previously Airsure)	OTA
International Tracked on Account (previously Airsure) with extra compensation	OTB
International Signed on Account (previously International Signed For)	OSA
International Signed on Account (previously International Signed For) with extra compensation	OSB

Although correct at the date this booklet went to print, from time to time services may be added to, changed or withdrawn.

Up to date information is available at www.royalmail.com/internationalbusiness

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For Appendix C make the following alterations

Intl Business Signed becomes International Signed on Account, Intl biz Tracked becomes International Tracked on Account, Intl biz tracked & Signed becomes International Tracked & Signed on Account

Appendix B: service availability by country

Country	Tracked & Signed	Tracked	Signed
Afghanistan	✗	✗	✓
Aland Islands	✗	✗	✓
Albania	✗	✗	✓
Algeria	✗	✗	✓
Andorra	✓	✓	✗
Angola	✗	✗	✓
Anguilla	✗	✗	✓
Antigua / Barbuda	✗	✗	✓
Argentina	✓	✗	✗
Armenia	✗	✗	✓
Aruba	✗	✗	✓
Ascension Island	✗	✗	✓
Australia	✗	✓	✓
Austria	✓	✓	✗
Azerbaijan	✗	✗	✓
Bahamas	✗	✗	✓
Bahrain	✗	✗	✓
Bangladesh	✗	✗	✓
Barbados	✗	✗	✓
Belarus	✓	✗	✗
Belgium	✓	✓	✗
Belize	✗	✗	✓
Benin	✗	✗	✓
Bermuda	✗	✗	✓
Bhutan	✗	✗	✓
Bolivia	✗	✗	✓
Bonaire	✗	✗	✓
Bosnia & Herzegovina	✗	✗	✓
Botswana	✗	✗	✓
Brazil	✗	✓	✓
British Indian Ocean Territory	✗	✗	✓
British Virgin Islands	✗	✗	✓
Brunei	✗	✗	✓
Bulgaria	✓	✗	✗

Appendix B: service availability by country

Country	Tracked & Signed	Tracked	Signed
Burkina Faso	✗	✗	✓
Burundi	✗	✗	✓
Cambodia	✓	✗	✗
Cameroon	✗	✗	✓
Canada	✓	✓	✗
Canary Islands	✓	✓	✗
Cape Verde	✗	✗	✓
Cayman Islands	✓	✗	✗
Central African Republic	✗	✗	✓
Ceuta	✗	✗	✓
Chad	✗	✗	✓
Chile	✗	✗	✓
China (People's Republic of)	✗	✗	✓
Christmas Island (Indian Ocean)	✗	✗	✓
Christmas Island (Pacific Ocean)	✗	✗	✓
Colombia	✗	✗	✓
Comoros Islands	✗	✗	✓
Congo (Dem. Rep of)	✗	✗	✓
Congo (Rep of)	✗	✗	✓
Cook Islands	✗	✗	✓
Costa Rica	✗	✗	✓
Croatia	✓	✓	✗
Cuba	✗	✗	✓
Curacao	✗	✗	✓
Cyprus	✓	✗	✗
Czech Republic	✓	✗	✗
Denmark	✓	✓	✗
Djibouti	✗	✗	✓
Dominica	✗	✗	✓
Dominican Republic	✗	✗	✓
Ecuador	✓	✗	✗
Egypt	✗	✗	✓
El Salvador	✗	✗	✓
Equatorial Guinea	✗	✗	✓

Appendix B: service availability by country

Country	Tracked & Signed	Tracked	Signed
Eritrea	✗	✗	✓
Estonia	✗	✓	✓
Ethiopia	✗	✗	✓
Falkland Islands	✗	✗	✓
Faroe Islands	✗	✗	✓
Fiji	✗	✗	✓
Finland	✓	✓	✗
France	✓	✓	✗
French Guiana	✗	✗	✓
French Polynesia	✗	✗	✓
French South Antarctic Territory	✗	✗	✓
Gabon	✗	✗	✓
Gambia	✗	✗	✓
Georgia	✗	✗	✓
Germany	✓	✓	✗
Ghana	✗	✗	✓
Gibraltar	✓	✗	✗
Greece	✓	✗	✗
Greenland	✗	✗	✓
Grenada	✗	✗	✓
Guadeloupe	✗	✗	✓
Guatemala	✗	✗	✓
Guinea	✗	✗	✓
Guinea-Bissau	✗	✗	✓
Guyana	✗	✗	✓
Haiti	✗	✗	✓
Honduras	✗	✗	✓
Hong Kong	✓	✓	✗
Hungary	✓	✓	✗
Iceland	✓	✓	✗
India	✗	✓	✓
Indonesia	✓	✗	✗
Iran (Islamic Republic of)	✗	✗	✓
Iraq	✗	✗	✓

Appendix B: service availability by country

Country	Tracked & Signed	Tracked	Signed
Ireland (Republic of)	✓	✓	✗
Israel	✗	✓	✓
Italy	✓	✓	✗
Ivory Coast (Cote D'Ivoire)	✗	✗	✓
Jamaica	✗	✗	✓
Japan	✓	✗	✗
Jordan	✗	✗	✓
Kazakhstan	✗	✗	✓
Kenya	✗	✗	✓
Kiribati	✗	✗	✓
Kosovo	✗	✗	✓
Kuwait	✗	✗	✓
Kyrgyzstan	✗	✗	✓
Laos (People's Democratic Republic of)	✗	✗	✓
Latvia	✓	✓	✗
Lebanon	✗	✗	✓
Lesotho	✗	✗	✓
Liberia	✗	✗	✓
Libya	✗	✗	✓
Liechtenstein	✓	✓	✗
Lithuania	✓	✓	✗
Luxembourg	✓	✓	✗
Macao	✗	✗	✓
Macedonia	✗	✗	✓
Madagascar	✗	✗	✓
Mahore (also known as Mayotte)	✗	✗	✓
Malawi	✗	✗	✓
Malaysia	✓	✓	✗
Maldives	✗	✗	✓
Mali	✗	✗	✓
Malta	✓	✓	✗
Martinique	✗	✗	✓
Mauritania	✗	✗	✓
Mauritius	✗	✗	✓

Appendix B: service availability by country

Country	Tracked & Signed	Tracked	Signed
Melilla	✗	✗	✓
Mexico	✗	✗	✓
Moldova	✓	✗	✗
Mongolia	✗	✗	✓
Montenegro	✗	✗	✓
Montserrat	✗	✗	✓
Morocco	✗	✗	✓
Mozambique	✗	✗	✓
Myanmar	✗	✗	✓
Namibia	✗	✗	✓
Nauru Island	✗	✗	✓
Nepal	✗	✗	✓
Netherlands	✓	✓	✗
New Caledonia	✗	✗	✓
New Zealand	✓	✓	✗
Nicaragua	✗	✗	✓
Niger Republic	✗	✗	✓
Nigeria	✗	✗	✓
Niue Island	✗	✗	✓
North Korea (People's Democratic Republic of)	✗	✗	✓
Norway	✗	✗	✓
Oman	✗	✗	✓
Pakistan	✗	✗	✓
Palau (known also as Belau)	✗	✗	✓
Panama	✗	✗	✓
Papua New Guinea	✗	✗	✓
Paraguay	✗	✗	✓
Peru	✗	✗	✓
Philippines	✗	✗	✓
Pitcairn Island	✗	✗	✓
Poland	✓	✓	✗
Portugal	✓	✓	✗
Puerto Rico	✗	✗	✓
Qatar	✗	✗	✓

Appendix B: service availability by country

Country	Tracked & Signed	Tracked	Signed
Reunion Island	✗	✗	✓
Romania	✓	✗	✗
Russian Federation	✗	✗	✓
Rwanda	✗	✗	✓
San Marino	✓	✓	✗
Sao Tome & Principe	✗	✗	✓
Saudi Arabia	✗	✗	✓
Senegal	✗	✗	✓
Serbia	✓	✗	✗
Seychelles	✗	✗	✓
Sierra Leone	✗	✗	✓
Singapore	✓	✓	✗
Slovak Republic	✓	✓	✗
Slovenia	✓	✓	✗
Solomon Islands	✗	✗	✓
South Africa (Republic of)	✗	✗	✓
South Korea (Republic of)	✓	✓	✗
South Sudan	✗	✗	✓
Spain	✓	✓	✗
Sri Lanka	✗	✗	✓
St Eustatius	✗	✗	✓
St Helena	✗	✗	✓
St Kitts & Nevis	✗	✗	✓
St Lucia	✗	✗	✓
St Maarten	✗	✗	✓
St Vincent & The Grenadines	✗	✗	✓
Sudan	✗	✗	✓
Suriname	✗	✗	✓
Swaziland	✗	✗	✓
Sweden	✓	✓	✗
Switzerland	✓	✓	✗
Syria	✗	✗	✓
Taiwan	✗	✗	✓
Tajikistan	✗	✗	✓

Appendix B: service availability by country

Country	Tracked & Signed	Tracked	Signed
Tanzania	✗	✗	✓
Thailand	✓	✗	✗
Timor-Leste	✗	✗	✓
Togo	✗	✗	✓
Tokelau Islands	✗	✗	✓
Tonga	✗	✗	✓
Trinidad & Tobago	✓	✗	✗
Tristan de Cunha	✗	✗	✓
Tunisia	✗	✗	✓
Turkey	✓	✓	✗
Turkmenistan	✗	✗	✓
Turks & Caicos Islands	✗	✗	✓
Tuvalu	✗	✗	✓
Uganda	✗	✗	✓
Ukraine	✗	✗	✓
United Arab Emirates	✓	✗	✗
Uruguay	✗	✗	✓
USA	✓	✓	✗
Uzbekistan	✗	✗	✓
Vanuatu	✗	✗	✓
Vatican City State	✓	✓	✗
Venezuela	✗	✗	✓
Vietnam	✗	✗	✓
Wallis & Futuna Islands	✗	✗	✓
Western Sahara	✗	✗	✓
Western Samoa	✗	✗	✓
Yemen, Republic of	✗	✗	✓
Zambia	✗	✗	✓
Zimbabwe	✗	✗	✓

Appendix B: service availability by country

Although correct at the date this booklet went to print, from time to time services may be added to, changed or withdrawn.

Up to date information is available at
www.royalmail.com/internationalbusinesstrackedandsigned

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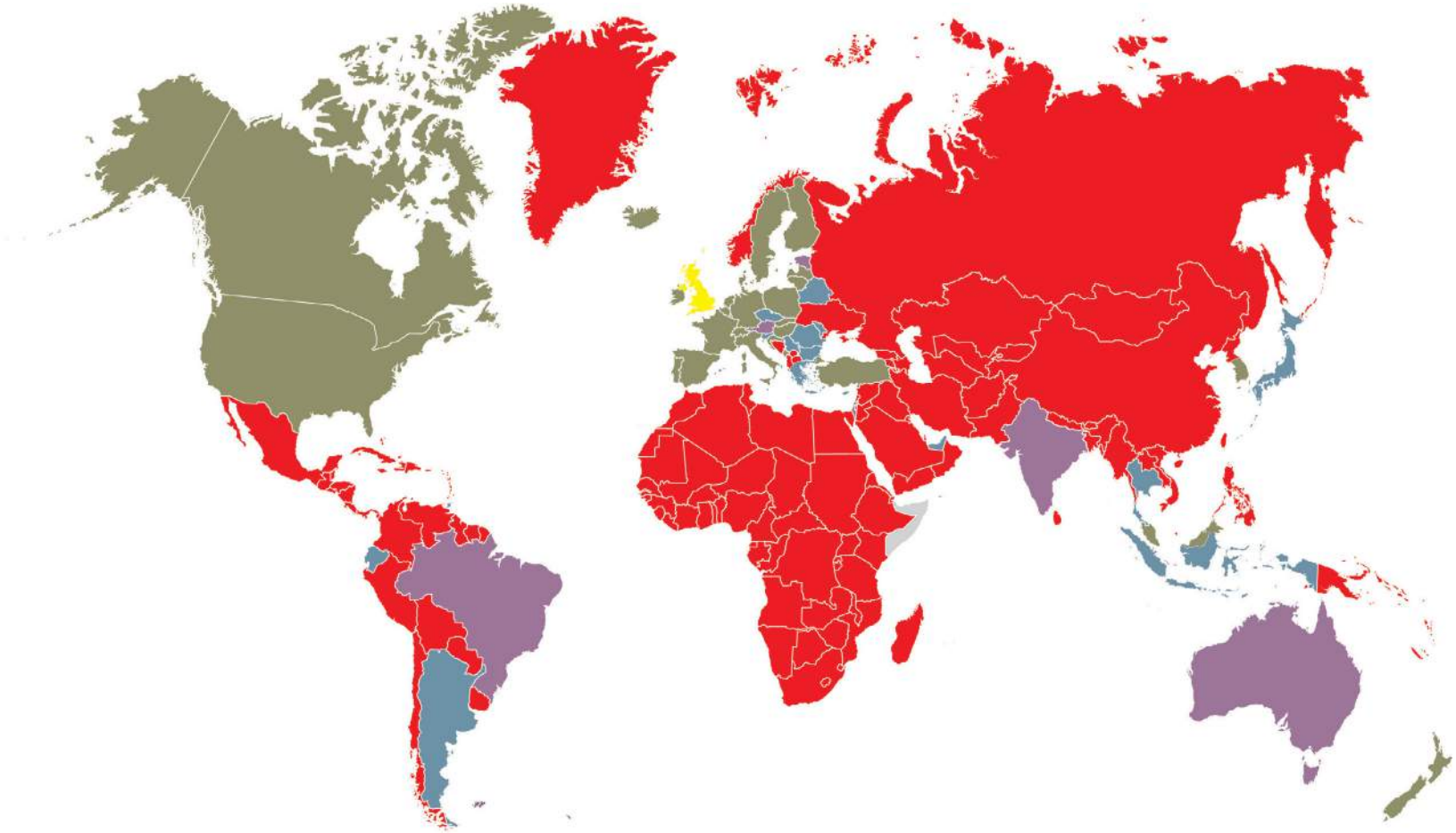
Appendix C: Service availability map



- International **Signed on Account**
- International **Signed on Account**
- International **Tracked on Account**
- International **Tracked & Signed on Account**
- International **Tracked on Account**
- International **Tracked & Signed on Account**
- United Kingdom
- No postal service currently available

Map is for illustrative purposes only. For the most up-to-date list of services available by country, please visit www.royalmail.com/internationalbusiness